# Training Approach
Redstone Arsenal

23-25 June 1999

Purpose: To provide an overview of Single Stock Fund's (SSF) Training Concept and Plans

- **Topics:**

  – **Our training strategy**
  – **What we're doing now**
  – **How we're doing it**
  – **When it will get done**

Major Wholesale/Retail Business change

Revolution in Military Logistics!

PM FOCUS:

TRADOC FOCUS:

Long-Term: Institutionalize the Business Changes

Mid-term: Post-demo, Fielding & MS1 & 2 Implementation Training Requirements

Near-Term: Demonstration sites & AMC early training Requirements

What We're Doing

Key Events

- **Kicked Off 1st training planning meeting at CASCOM, 1-2 Mar 99**
- **Briefed training at the Mar 30-31 GOWG**
- **Participated in Ft Lewis site survey 6-10 Apr**
- **Added a training chapter and a candidate subject list annex to the Demo plan**
- **Submitted FY00/01 training budget**
- **Held 2nd planning meeting 14-15 June**

Training Significance

- **Training analysis is on-going**
- **Subcontracts for production in progress**
- **AMC training development is underway**
- **Field comments are needed/encouraged**
- **Major collection effort and product development effort required**

Recent Training Meeting Review

- **SSF Overview**
- **Training development progress**
- **Financial Conversion**
- **"NETP" draft**
- ILAP as SSF Tool
- LIA, SSF tailored model
- **DFAS Training plans**
- **Baseline survey**
- **NMM Work Loading**
- **AMC Domain Mgrs training planning:**
  - **Maintenance Mgt**
  - **Requirements Determination**
  - **Logistics Data**

Near-Term Priorities – Summer 99

- **Focus on DOL training needs**
- **Subcontract for training analysis, POIs   lesson plans and info media**
- **Work closer with AMC Domain Managers on training development**
- **Draft "NET" Plan**
- **Coordinate tentative MACOM conversion schedules and survey priorities**
- **Prepare for next GOWG**
- **Complete SSF communications**

How we're doing it

SSF Objectives

- ❑ **Maintain Readiness**
- ❑ **Integrate Wholesale and Retail Supply & Maintenance**
- ❑ **Streamline Process**
- ❑ **Reduce Logistics and Financial Costs**
- ❑ **Optimization of Utilization of Assets**
- ❑ **Effect on Requisition Fill and Average Customer Wait Time**

SSF Training

1 **Research**

"we're here...

2 **Document**

4 **Execute**

3 **Coordinate**
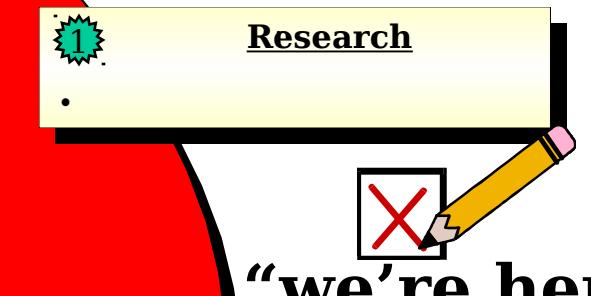
Products   **Status**

- Training analysis - topics, audiences   -
Contract Out
- Business rules for MS 1 & 2   -
Finalizing
- Policies affected/voids   - Needs
Docu
- SSF process changes/flows   - Major
progress
- Automation changes in CCSS, etc
-   (ECP/SCP changes)   -
Prioritizing
- Field issues/feedback   -
Limited so far

Goal	Objective
■ Training Analysis	4th Qt...
■ Draft "NET" Training Plan	4th Qt...
■ Training Support Package	Fal...
■ Draft Lesson Plans (PowerPoint)	Fall/Wi...

1. Adapt existing POIs (need school help)
2. Output from ECP, modeling, simulation, etc.
3. Develop new materials as necessary
4. Dry Run in Demo, then refine for conversion

Goal	Objective
■ Policies written by Army proponents	Dec
■ Final Training Plan	Sprir...
■ Coordinated MACOM schedule	Sprir...
■ Final MS 1 & 2 POIs and lesson plans	June...

- SSF PMO
  - "New Equipment Training Teams (NETT)"
  - Central Coordination
- AMC
  - IMMC/Wpn Sys Tm/Domain Mgt.
  - LSSC Support - CCSS, STARFIARS-MOD
- <u>MACOM/DOLs</u> - Training needs & fielding support
- GRCI - Middleware & automation integration
- DFAS - Financial implementation
- TRADOC - Institutional training:
  - CASCOM (QM, ORD, TC, FIN)
  - ALMC (Wholesale & Retail operations)
  - CAC Leavenworth (CGSC)
- Other schools: War College, NDI, DOL Cdr's

- Train-the-Trainers (multiple events)

- Practice and refine training at the Demo site e.g. Redstone & prep for other AMC installations

- Prepare sustainment package (CD-ROM)

- Execute MACOM/installation conversion training, e.g. RASFIARS

Pre-Demo Coordination (Apr - Sep 99)

- Site visits & issue identification/resolution
- Convert procedures/process flows into training
- Develop initial training plan and draft lesson materiel

Demo Infrastructure Development (Oct 99 - Mar 00)

- Demo sites installation training
- AMC AMCOM training:

> Ft. Lewis, Ft. Sill, Redstone Arsenal

  - Retail operations overview, e.g. AMCISS/SARSS/CTASC
  - Domain functional descriptions and business processes
- Train-the-Trainers

Demonstration (Apr - Jun 00)

- Refresh training

> Info Tech (IT) is the critical path

- Training materiel refinement
- Conversion scheduling/coordination

Post-Demo & Evaluation Process (Jul - Sep 00)

- Begin implementation training

Pre-Demo

1999

	May	Jun	Jul	Aug	Sep

Draft list of Training Topics ▪

Follow-on Training Meeting ▲

Training Analysis ▬▬▬▬▬

GOWG (T) ▲

IMMC/NMM POI Development ▪

Draft NET Plan ▪

IT POIs/Lesson Plans ▪

1st Brochure ▲

Executive Road Shows ▲ ▲ ▲ ▲

Communications Plan (Limited Distr.) ▲

Fact sheets and point papers ▬▬
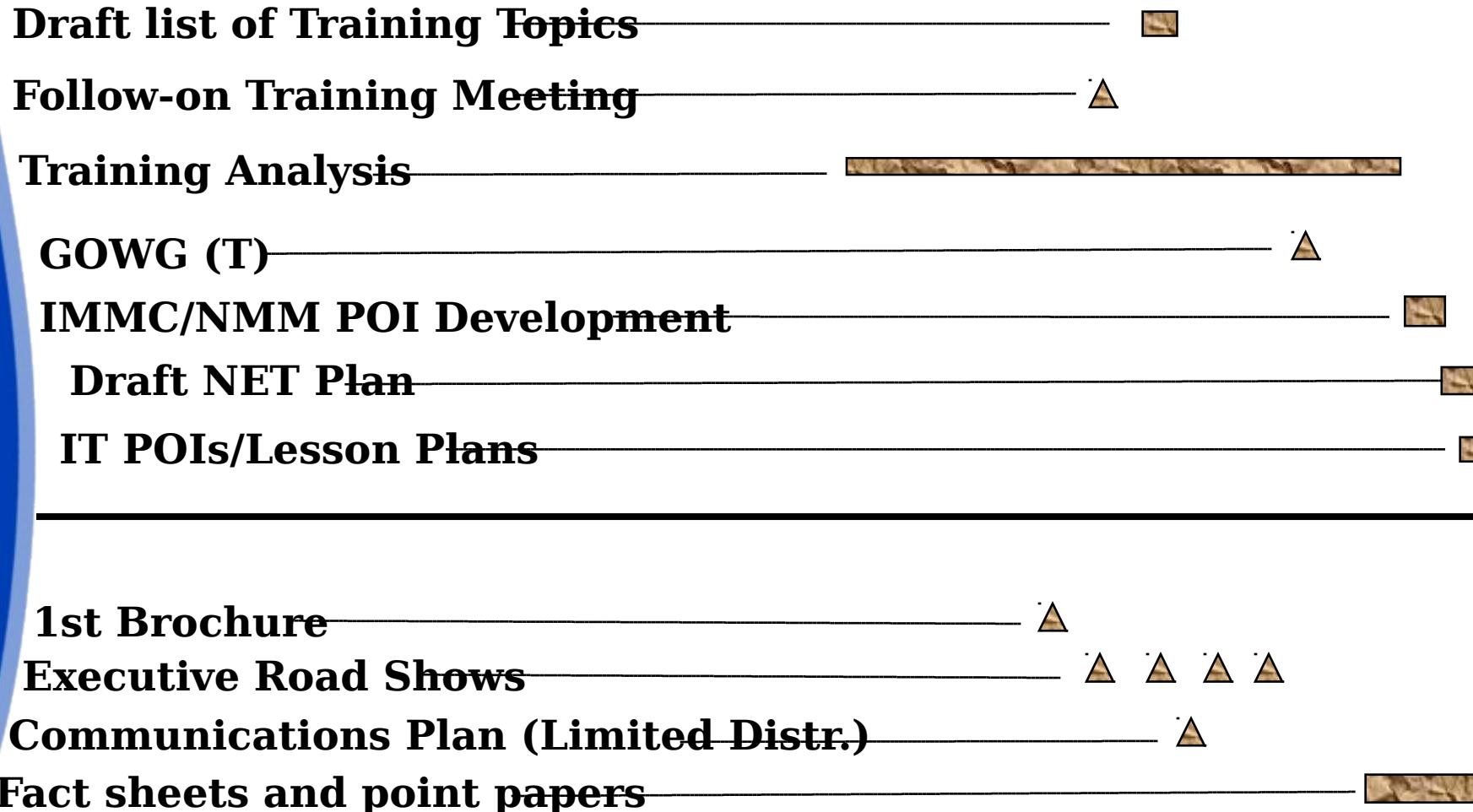
Demonstration Infrastructure Development

	Oct	Nov	1999 Dec	2000 Jan	Feb	Mar
Ft Sill training/dry run (T)			▭			
Conduct AMC Training		▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬				
Training Overview CD					△	
Ft Lewis initial training					▭	
Final "New Equipment Training" Plan						△
Redstone Arsenal Training						▭
Training (Implementation) Team Prep						▭
Video Development	▬▬▬▬▬▬					
AUSA Static Display	△					
Army MACOM Road-Show				▬▬▬▬▬		
Army Wide News Publicity						▭
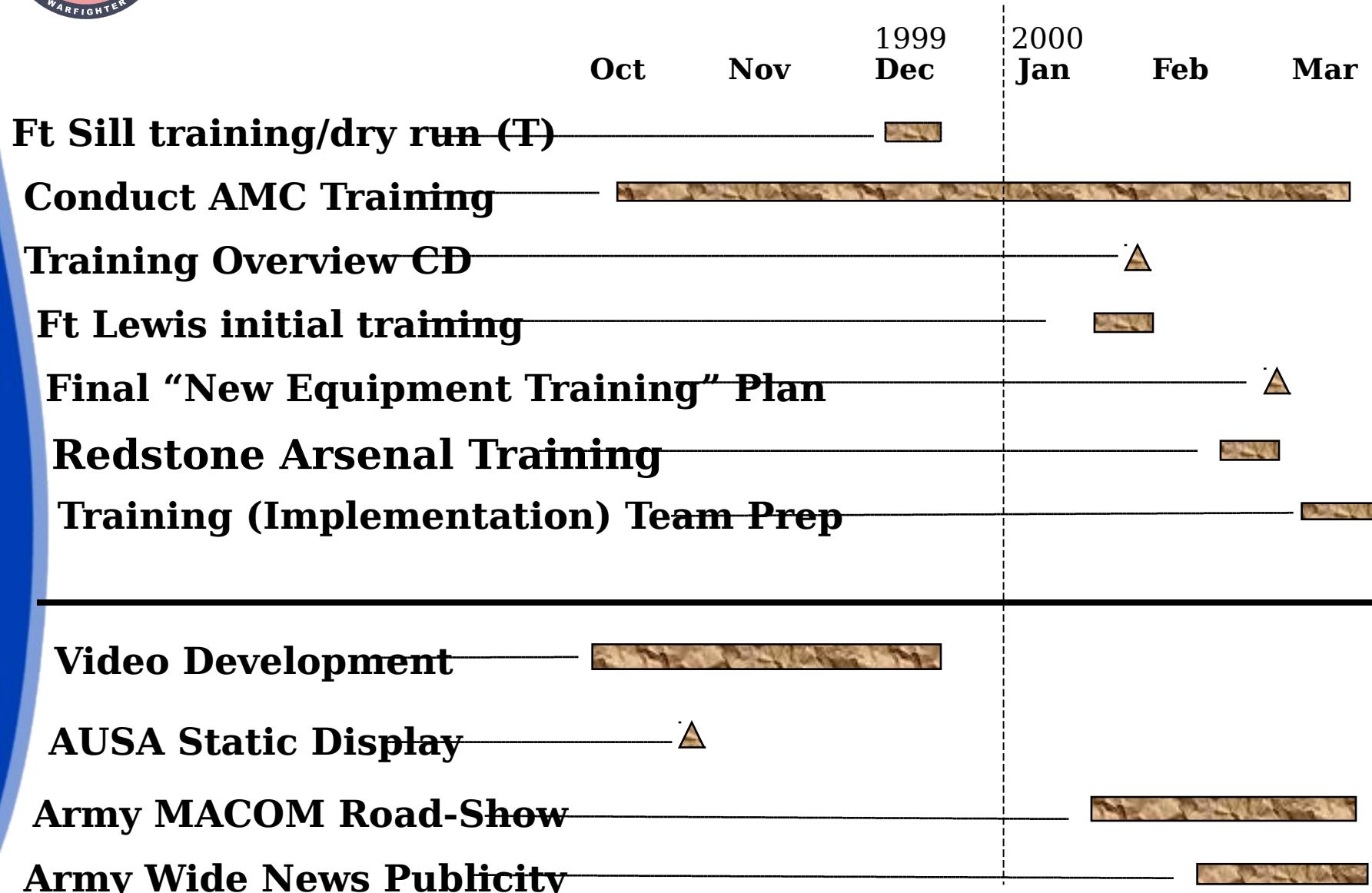
Demo

2000

Apr   May   Jun

Implementation trainer prep

Training materiel refinements

Post-Demo   ## MS 1 & 2 Implement

2001

Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar

Demo evaluation

Conversion training

2001

Apr   May

TRADOC Hand-Off

Training eval and after action report
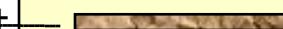
Operational training readiness statement

Program Exit Considerations

Documentation of the Demo
Org Roles and Responsibilities
Revise Financial Procedures
Systems Integration Demo
National Workload Process
Integrated Reqts Determination
Single Credit Process
Single Point of Sale

Supply

Finance

Maintenance

Leadership

FY00

FY01

| Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | N |

Jan | Feb

AMC Team

Ft. Still

Ft. Lew

Redstone

CECOM

TACOM

AMCOM

SBC

CMD BRIEFINGS
- SOCOM
- PACOM
- FORSCOM
- USAREUR
- TRADOC
- NGB
- OCAR/USARC

Training Teams Prep

NETT # 1

NETT # 2

NETT # 3

NETT # 4

☑ **Demo sites and AMC MSCs are near-term priorities**

☑ **"Education" is ongoing: briefings, web site, demo plan, brochure...**

☑ **- Formal training puts it all together**

Working a dynamic schedule

☑ **- Numerous "moving" parts requiring synchronization**

☑ **Strategy** **relies on functional proponents developing tech. materiel**

on Army business changes

Teaming with customers, and with contractors will

BACKUP SLIDES

- **SSF Program Overview**

- **What's in/out of the Army Working Capital Fund**

- **New NSN by NSN credit policy**

- **Financial conversion procedures - RASFIARS**

- **Supply transition procedures, e.g. inventory, black-out**

- **DOL/NMM work-loading procedures**

- **Maintenance standards for repair and return to units**

- **Middleware transaction flow overview**

- **Logistics data management metrics & reports**

- **Changes in transportation and distribution effectiveness**

- **Impact of NAMI serviceable and unserviceable returns**

General

- **SSF Program Overview**

- **Retails assets being capitalized i**

- **New NSN by NSN credit policy**

Requirement Determination

- **Instruction regarding DRD file conversion CTA**

- **DODAAC/RIC cross-reference table NSNMDR**

- **Packaging standards for lateral COE distribut**

- **SARSS backorders to be included in sector 06**

- **Operational requirement levels in sector 0702**

- **Repair and returns into RD&S process via EM interface with CCSS**
- **NAMI requirements and "NAMI IMMC"**
- **Budget stratification process**
- **War reserve reconciliation**

Maintenance Management

- DOL/NMM work-loading procedure
- Mission of field maintenance activit
- Maintenance standards for repair and return t
- GS repair forecast at a summary level & new fu
- Repairable exchange: types, low demand items
- Repair and return workflow
- ISM Business Process Manual updates for COE
- Process to feed repair data into CCSS from EM
- Equipment specialist's increased procurement

IDEAL Plan

When	What	Training Focus	Who	Product
Ongoing	Coordinate	•Define Goals •Identify Tasks •ID audience & requirements •Prioritization •ID who will accomplish tasks •Coordination •Build Checklists/POI/lesson plans	•Installation POC •MACOM POC •SSF PMO •DFAS •Others	•Draft Demo Training Plan •Pre- Site Survey Checklist •Develop Tasks
90 days out	Train Trainers	•Coordinate w/ MACOM/installations •Identify installation resources •ID POCs •ID audience by position/name •Info Sharing/Orientation •Refine level of training	•Installation POC •MACOM POC •SSF PMO •DFAS •Others	•Refined checklists •Draft POI/lesson plans •ID POC for training •ID installation resources •ID audience
45 days out	Site Survey	•Info Briefing w/ greater detail •Further refinement •Ensure training resources available •Notify installation of training date	•Installation POC •SSF PMO	•Finalized POI & lesson plans •Coordinated training resources •List of trainees by Name & Position
30 days out	Demonstration Training	•Begin Demonstration Training (formal and informal)	•Installation POC •MACOM POC •SSF PMO •DFAS •Others	•Training Evaluation •Training Flaws •Lessons Learned
DEMO EXECUTION	Demonstration Training	•Sustaining •Re-training	SSF Support Team Technical IT Team	•Lessons Learned •Re-work of POI & lessons

- **<u>Preparation Phase</u>**

    - **Define training goals**
    - **Define audience**
    - **Define training requirements**

    - **Identify topics (IT, policy changes,**
        procedural changes)
    - **Prepare POI & lesson plans**
    - **Prepare info briefings**
    - **Coordinate & synchronize players   efforts (IT, SSF PMO, AMC, DFAS)**

- **<u>Pre-Event Phase</u>**

    -**Refine POI & Lesson plans**
    -**Present info briefings**
    -**Develop Media**
    -**ID students & facilities**

- **<u>DEMO/Conversion Phase</u>**

    -**Conduct formal**
        classroom training
            -**Provide informal training**
    (desk-side, job-site)

- **<u>Evaluation/Sustaining Phase</u>**
    -**Conduct AAR and informal training assessment**
    -**Improve POIs and lesson plans reinforce training**
    -**Hand-Off to TRADOC**

Growing source of Lesson Materiel